

SENIOR WATER METER SERVICE WORKER

DEFINITION:

Under general supervision of the Utility Systems Manager, provides training and lead direction for a small staff of Water Meter Service Workers; installs, repairs or replaces meters; reads meters in an assigned area to record water consumption for a given period; performs related work as required.

CLASS CHARACTERISTICS:

This classification ensures that all City water meters are read according to a predetermined schedule and that all meters are in good working order. In addition, the incumbent of this single-position class has extensive responsibility for the meter reading, installation, repair, and other maintenance activities as well as meter route planning and direction and training of Water Meter Service Workers.

IMPORTANT AND ESSENTIAL JOB FUNCTIONS:

1. Provide day-to-day direction to and instruct a small staff in work procedures.
2. Assist in developing meter reading routes and schedules.
3. Install new domestic and commercial meters.
4. Repair defective meter boxes and meters or replace as appropriate.
5. Deliver turn-off notices and direct customers to proper payment channels.
6. Answer inquiries and interpret and explain policies, regulations, and fees to customers.
7. Turn water service on and off.
8. Verify questionable readings and assists customers in finding leaks as appropriate.
9. Read water meters and record water usage in an assigned area following an established route.
10. Check for inoperative, defaced or bypassed meters.

IMPORTANT AND ESSENTIAL JOB FUNCTIONS (continued):

11. Trim or spray brush around meter boxes.
12. Maintain records regarding meter installation and repair.

MARGINAL/PERIPHERAL JOB FUNCTIONS:

1. May assist maintenance crews during emergency situations.

QUALIFICATIONS:

Knowledge of:

1. The use and care of common hand tools.
2. Methods and procedures for reading, installing, testing, and adjusting domestic and commercial water meters.
3. The geography, topography and general place locations within the City service area.
4. Basic supervisory techniques.
5. Meter route planning techniques.

Skill in:

1. Installing, repairing and maintaining various types of water meters.
1. Reading maps to locate streets, parcels and meters.
3. Making basic mathematical calculations quickly and accurately.
4. Making repairs and adjustments to water service meters.
5. Dealing tactfully and effectively with customers, some of whom may be hostile or irate.
6. Directing others and instructing them in work procedures.

Ability to:

1. Maintain accurate records.
2. Read water service meters quickly and accurately.
3. Maintain effective working relationships with those contacted in the course of the work.

JOB REQUIREMENTS:

1. Possession of a valid California Class C driver's license in conformance with adopted City driving standards.
2. Must have physical stamina to walk several miles and climb embankments and stairs.
3. Work in a variety of weather conditions and where hostile dogs may be encountered.
4. Work extended hours as required and to respond to emergencies on a 24-hour stand-by basis.
5. Reside within 30 minutes of the Public Works Corporation Yard when on stand-by or in an emergency.
6. Pass a Spirometry Test prior to hire.
7. Wear a Respirator.

OTHER QUALIFICATIONS:

1. Equivalent to graduation from high school.
2. Two years of experience in either: 1) reading and maintaining various types of water meters; or 2) mechanical maintenance work which will have provided the skill to install, adjust and repair meters and maintain accurate records.
3. Previous lead and/or supervisory experience highly desired, but not required.

MACHINES/TOOLS/EQUIPMENT UTILIZED:

1. Automobile

2. Computer monitor, keyboard, and printer
3. Hand-held computer for field use
4. Reports, forms, pencils and pens

MACHINES/TOOLS/EQUIPMENT UTILIZED (Continued):

5. Hand tools
6. Two-way radio
7. Torches
8. Jack-hammer
9. Safety goggles, hard hat, and safety vest
10. Cement and cementing tools
11. Shears and other cutting tools

PHYSICAL DEMANDS:

1. Driving
2. Mobility
3. Walking
4. Climbing
5. Speaking/hearing
6. Seeing
7. Reaching
8. Pushing/pulling
9. Kneeling
10. Stooping/bending
11. Speed in meeting deadlines
12. Lifting and carrying up to 40 lbs.

ENVIRONMENTAL AND ATMOSPHERIC CONDITIONS:

Office Conditions:

1. Indoors: normal office conditions, 10% of the time
Travel: varying conditions, 90% of the time
2. Noise level: conducive to office setting
3. Lighting: conducive to office setting
4. Flooring: low level carpeting
5. Ventilation: provided by central air conditioning
6. Dust: normal, indoor levels

ENVIRONMENTAL AND ATMOSPHERIC CONDITIONS (Continued):

Field Conditions:

1. Outdoors: varying weather conditions
2. Noise level: varying outdoor levels
3. Flooring: grass, gravel, rock, asphalt, dirt, etc.
4. Dust: normal outdoor levels